

NASA HQ ADP/T Metrics

Support satisfaction is measured through Customer response in regularly scheduled meetings (Customer Advisory Committee, Board of Directors, scheduled meetings between Service Managers and Code Point of Contact), periodic contractor review inputs, and the use of an ADP/T Quality Assurance questionnaire left at the user's desk following all service visits, and Training Course evaluation. Customer satisfaction metrics are collected and reported monthly to NASA Headquarters.

A. USER SUPPORT SERVICES

<u>Data Element</u>	<u>Definition</u>
Name:	Response Times
Definition:	See Response Times Metric Table
Source of Information:	Work Control System
Frequency of Update/Period of Reporting:	Monthly/yearly. Report for each HQ Organization and for the HQ total.
Target value/variance:	See Response Times Metric Table. The values of the table are considered acceptable
Variance:	See Response Times Metric Table
Electronic Format:	Excel - Presentation via Microsoft PowerPoint
Owner:	NASA Performance Monitor and the Contractor

Response Times Metric Table

RESPONSE TO CUSTOMER PROBLEMS AND REQUESTS FOR CONSULTATION					
Customer Condition	Customer Category	Average Response Time	Maximum Time to First Response	95% Workaround Generation Time	95% Resolution Time
Cannot Continue Task (Problem)	Single Customer	2 work hours	4 work hours	8 work hours	3 work days
	Multiple Customer	1 work hour	2 work hours	4 work hours	3 work days
	Critical Project	30 minutes	2 work hours	2 work hours	2 work days
General Consultation	Single Customer; Multiple Customer; Critical Project	30 minutes	4 hours	N/A	8 hours

Note: Response is defined as the time a qualified individual begins to work with the customer to address a reported problem. The work around generation and resolution time begins when the customer first calls the problem to the attention of the contractor via the Help Desk and ends when the customer agrees that the problem has been corrected. "95% Workaround Generation Time" means that, for 95% of the problems reported, the contractor will develop and implement on the customer's equipment, a workaround within the specified time. "95% Resolution Time" means that, for 95% of the problems/questions reported, the contractor will generate and implement a resolution on the customer's equipment (or, for questions, provided an answer to the question), within the specified time.

Data Element

Name:

Definition:

Source of Information:

Frequency of Update/Period of Reporting:

Target value:

Variance:

Electronic Format:

Owner:

Definition

Work Control System Ticket Closure

Measure the time it takes to move an open ticket from status complete to status closed.

Work Control System

Monthly/Yearly

95% within 48 hours

-5% within 48 hours

Excel - Presentation via Microsoft PowerPoint

NASA Performance Monitor and the Contractor

Data Element

Name:

Definition:

Source of Information:

Frequency of Update/Period of Reporting:

Target value:

Definition

Service Request Completion

For 98% of all requests for service, whether call-in or Service Request form, the actual completion date shall not exceed the scheduled completion date that the Contractor committed to.

Work Control System

Monthly/yearly

98%

Variance: -8%
Electronic Format: Excel - Presentation via Microsoft PowerPoint
Owner: NASA Performance Monitor and the Contractor

Data Element

Name:

Definition:

Source of Information:

**Frequency of Update/Period
of Reporting:**

Target value:

Variance:

Electronic Format:

Owner:

Definition

Service Request Schedule Date Established

For 98% of all service requests submitted, whether call-in, form requested, or problem with schedule, the approved completion date shall be assigned within three (3) working days of the date received.

Work Control System

Monthly/Yearly

98%

-8%

Excel - Presentation via Microsoft PowerPoint

NASA Performance Monitor and the Contractor

Data Element

Name:

Definition:

Source of Information:

**Frequency of Update/Period
of Reporting:**

Target value:

Variance:

Electronic Format:

Owner:

Definition

Service Request Closure

For 95% of all service requests submitted, whether call-in, form requested, or problem with schedule, shall be closed within ten (10) working days of completion.

Work Control System

Monthly/Yearly

95%

N/A

Excel - Presentation via Microsoft PowerPoint

NASA Performance Monitor and the Contractor

Data Element

Name:

Definition:

Source of Information:

**Frequency of Update/Period
of Reporting:**

Target value:

Variance:

Electronic Format:

Owner:

Definition

Software for Home Use

For 98% of all requests for software shall be completed within 2 working days of the date received

Work Control System

Monthly/Yearly

98%

-8%

Excel - Presentation via Microsoft PowerPoint

NASA Performance Monitor and the Contractor

B. CONFIGURATION MANAGEMENT

Data Element

Name:

Definition

Configuration Control Board Actions

-Submitted

-Actions Approved

-Actions Disapproved

-Actions Deferred

Definition:

The total number of Configuration Control Board actions acted upon in a period versus the total number presented

Information Source:

The Configuration Control Board minutes

Frequency:

Monthly with weekly visibility

Target Value:

N/A

Variance Definition:

N/A

Electronic Format:

Excel - Presentation via Microsoft PowerPoint

Owner:

Contracting Officer's Technical Representative and the Contractor

Data Element

Name:

Definition

Quality of Configuration Management Deliverables

Definition:

First time acceptance of deliverables

Information Source:

Configuration Management Library and Minutes

Frequency:

Monthly with weekly visibility

Target Value:

95% accepted the first time delivered

Variance Definition:

-5%

Electronic Format:

Excel - Presentation via Microsoft PowerPoint

Owner:

Contracting Officer's Technical Representative and the Contractor

C. ADP/T ACQUISITION MANAGEMENT SUPPORT

Data Element

Name:

Definition

Quality of Procurement Documentation

Definition:

First time acceptance of deliverables

Source of Information:

Customers

Frequency of Update:

Monthly

Target Value:

First time acceptance 95% of the time

Variance:

-5%

Electronic Format:

Microsoft Word - Presentation via Microsoft PowerPoint

Owner:

NASA Performance Monitor

Data Element

Name:

Definition

Weekly Status of Financial Acquisition Management Information System Documents

Definition:

Routing of procurement documentation between processing stations

	(i.e., CI, CF, CW) shall not exceed one working day
Source of Information:	Financial Acquisition Management Information System Status Report Log
Frequency of Update:	Weekly
Target Value:	Routing between workstations shall not exceed one working day 95% of the time
Variance:	-5%
Electronic Format:	Financial Acquisition Management Information System - Presentation via Microsoft PowerPoint
Owner:	NASA Performance Monitor

Data Element

Name:

Definition:

Source of Information:

Frequency of Update:

Target Value:

Variance:

Electronic Format:

Owner:

Definition

Procurement Package Preparation

NASA and the Contractor mutually agreed upon procurement documentation preparation schedules

Service Request

As required

Schedule commitments will be met 95% of the time

-5%

Microsoft Word and Excel - Presentation via Microsoft PowerPoint

NASA Performance Monitor

D. NETWORK AND SYSTEMS ENGINEERING

Engineering Metrics

Two metrics will be used to measure the performance of each engineering project as defined in the applicable data requirement description(s). The metrics are (1) Schedule Adherence; and, (2) Requirements Conformance. Each of these areas will be assigned a specific weighting factor (or level of importance) as applied to each specific, engineering project. The importance/weight of each metric will be assigned and agreed-to for each project.

Data Element

Name:

Definition:

Frequency of Update/Period of Reporting:

Target Value:

Weighting Factor:

Begin Reporting:

Definition

Schedule Adherence

Degree to which execution of projects' milestones occur within initial baselined schedules or baselined schedule revisions resulting from changes in requirements, project priorities, and/or changes in product availability.

To be established with each baseline of the project plan. Final results to be reported within 1 week of project completion.

Exceeds: <=5% milestones slide

Target: 10% milestones slide

Unacceptable: >20% milestones slide

To be assigned per each project.

60 days after contract start - for each Engineering project

<u>Data Element</u>	<u>Definition</u>
Name:	Requirements Conformance
Definition:	Degree to which solutions meet the stated requirements.
Frequency of Update/Period of Reporting:	To be established with each baseline of the project plan. Final results to be reported within 1 week of project completion.
Target Value:	To be established with the baseline of each project plan. Requirements will be assigned a weighting factor. Targets for % requirements met shall be established with the baseline of each project schedule.
Weighting Factor:	To be assigned per each project.

E. TELEPHONE, ELECTRONIC AND VOICE MESSAGING SYSTEMS, SUPPORT AND SERVICES

<u>Data Element</u>	<u>Definition</u>
Name:	Problem Calls/Response Time
Definition:	Response Time Measurement to Trouble Calls (Maximum acceptable - 2 hours)
Frequency of Update/Period of Reporting:	Weekly/Weekly
Target value/variance:	90% +/- 5%

<u>Data Element</u>	<u>Definition</u>
Name:	Internal Problem Repair Time
Definition:	Response time to resolve problems contained within the NASA HQ facility. Time starts upon problem notification (Maximum acceptable - 3 hours).
Frequency of Update/Period of Reporting:	Weekly/Weekly
Target value/variance:	90% +/- 5%

<u>Data Element</u>	<u>Definition</u>
Name:	External Problem Repair Time
Definition:	Response time to resolve problems outside of the NASA HQ facility. Time starts upon problem notification (Maximum acceptable - 24 hours). This metric does not represent an Information Resources and Management Support Contractor measurement.
Frequency of Update/Period of Reporting:	Weekly/Weekly
Target value/variance:	90% +/- 5%

<u>Data Element</u>	<u>Definition</u>
Name:	Adherence to Service Request Completion Date Estimates
Definition:	Adherence to established completion date estimates on Service Requests (or approved extensions due to requirement changes and/or priority changes). This metric will be computed by dividing the number of

	Service Requests completed within the established schedule by the total number of Service Requests.
Frequency of Update/Period of Reporting:	Monthly/Monthly
Target value/variance:	90% +/- 5%

<u>Data Element</u>	<u>Definition</u>
Name:	Bell Atlantic Operating System Control Cost Savings
Definition:	Measurement of cost avoidance using electronic ordering versus paper request to Washington Interagency Telecommunications System work control for telephone changes.
Frequency of Update/Period of Reporting:	Monthly
Target value/variance:	N/A
Begin Reporting:	30 days after contract start

F. SERVER AND NETWORK AVAILABILITY

Operations

<u>Data Element</u>	<u>Definition</u>
Name:	Server and Network Availability Ratio
Definition:	Manage Server and Network Availability for all Production servers and Network Components. Basic service hours are between the hours of 7:00 a.m. through 7:00 p.m. Monday Through Friday (12 X 5 window). Exceptions are holidays and planned outages. Formula ((Available Hours)/(Total Hours - Planned/Holidays)
Frequency of Update/Period of Reporting:	Monthly/Monthly
Target Value/Variance:	99% +/- 5%

Hardware Service Metrics are defined in specific task orders or statements of work and are outlined below. The majority of these metrics are reviewed on a monthly basis for current status.

G. ADP/T EQUIPMENT MAINTENANCE, LOGISTICS AND RELOCATIONS

<u>Data Element</u>	<u>Definition</u>
Name:	Maximum Time to First Response - Full Service / Multiple Customer
Definition:	Maximum 2 hour initial response time for Full Service / Multiple Customer calls, 24 hours a day, 7 days a week.
Source of Information:	MMS
Frequency of Update/Period of Reporting:	Monthly/Yearly
Target value/variance:	95%

Variance:	Not Applicable
Electronic Format:	Excel - Presentation via Microsoft PowerPoint
Owner:	The Contractor
Begin Reporting:	60 days after contract start

<u>Data Element</u>	<u>Definition</u>
Name:	Maximum Time to First Response - Desktop / Single Customer
Definition:	Maximum 4 hour initial response time for Desktop/Single Customer calls.
Source of Information:	MMS
Frequency of Update/Period of Reporting:	Monthly/Yearly
Target value/variance:	95%
Variance:	Not Applicable
Electronic Format:	Excel - Presentation via Microsoft PowerPoint
Owner:	The Contractor
Begin Reporting:	60 days after contract start

<u>Data Element</u>	<u>Definition</u>
Name:	Maximum Time to Return to Service - Full Service / Multiple Customer
Definition:	Maximum 4 hours to return customer to service for Full Service / Multiple Customer calls, 24 hours a day, 7 days a week.
Source of Information:	MMS
Frequency of Update/Period of Reporting:	Monthly/Yearly
Target value/variance:	95%
Variance:	Not Applicable
Electronic Format:	Excel - Presentation via Microsoft PowerPoint
Owner:	The Contractor
Begin Reporting:	60 days after contract start

<u>Data Element</u>	<u>Definition</u>
Name:	Maximum Time to Return to Service - Desktop / Single Customer
Definition:	Maximum 8 hours to return customer to service for Desktop / Single Customer calls.
Source of Information:	MMS
Frequency of Update/Period of Reporting:	Monthly/Yearly
Target value/variance:	95%
Variance:	Not Applicable
Electronic Format:	Excel - Presentation via Microsoft PowerPoint
Owner:	The Contractor
Begin Reporting:	60 days after contract start

<u>Data Element</u>	<u>Definition</u>
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Name:	Quality Service Customer Satisfaction
Definition:	Achieve quality customer satisfaction
Source of Information:	Quality Assurance Service Certification
Frequency of Update/Period of Reporting:	Monthly/Quarterly/Yearly
Target value/variance:	98% Outstanding and Very Good Responses
Variance:	-8%
Electronic Format:	Excel - Presentation via Microsoft PowerPoint
Owner:	The Contractor
Begin Reporting:	45 days after contract start

Data Element

Definition

Name:	Inventory Reduction
Definition:	Measure the reduction in HQ ADP inventory
Source of Information:	NASA Equipment Management System/IDB

Frequency of Update/Period of Reporting:	Monthly/Quarterly/Yearly
Target value/variance:	10% reduction by 9/30/97
Variance:	-2%
Electronic Format:	Excel - Presentation via Microsoft PowerPoint
Owner:	The Contractor
Begin Reporting:	45 days after task extension

H. INFORMATION TECHNOLOGY SECURITY

Data Element

Name:

Definition:

Source of Information:

Frequency Update:

Target Value:

Electronic Format:

Owner:

Definition

ADP/T Security Incident Report

Written summary report completed by COB the following day

Center Information Technology Security Manager

Monthly

95%

NHQ Form 187 - Informed Filler - presentation via Microsoft PowerPoint

NASA Information Technology Security Manager

Data Element

Name:

Definition:

Source of Information:

Frequency Update:

Target Value:

Electronic Format:

Owner:

Definition

Center Information Technology Security Manager-defined Task/products

Completion of tasks/products identified by the Center Information Technology Security Manager as needs are identified. Due dates are specified for each task by the Center Information Technology Security Manager

Center Information Technology Security Manager

Monthly

95%; Variance -5%

Electronic mail - presentation via Microsoft PowerPoint

NASA Information Technology Security Manager

Data Element

Name:

Definition:

Source of Information:

Frequency Update:

Target Value:

Electronic Format:

Owner:

Definition

Security Incident Response

Respond to incident within one hour of receipt of notification

Work Control System

Monthly

95%

Presentation via Microsoft PowerPoint

NASA Information Technology Security Manager

Data Element

Name:

Definition:

Source of Information:

Frequency Update:

Target Value:

Electronic Format:

Owner:

Definition

Quality of Documentation

Documentation must be technically correct, in regulatory compliance; and not require more than four iterations.

Center Information Technology Security Manager

Monthly

90%

Presentation via Microsoft PowerPoint

NASA Information Technology Security Manager